

## DISASTER MANAGEMENT POLICY AND PROCEDURE

The purpose of the Disaster Management Policy and Procedure is so our participants feel safe in the event of a disaster (natural or pandemic), knowing Clover Care Pty Ltd will provide them with continuity of service. Clover Care Pty Ltd focuses on maintaining service delivery to our participants in times of stress and uncertainty.

Though disasters and emergencies may be infrequent, we acknowledge our services are especially important before, during, and after such events, as many participants are beyond the reach of other services and Clover Care Pty Ltd provides them with an essential support lifeline. Clover Care Pty Ltd recognises that preparedness for disasters and emergencies is a priority for our organisation and a requirement to ensure the safety of our participants.

We will endeavour to provide an adequate level of service to our participants before, during and after all types of emergencies.

The scope of this policy includes our participants and staff. Our participants will be informed of our emergency procedures to assist them prepare for an emergency, build their resilience, and maintain their confidence in Clover Care Pty Ltd. Our staff will be well informed and prepared to assist them to cope in an emergency situation within the community, and to strengthen Clover Care Pty Ltd's disaster resilience.

### POLICY

Clover Care Pty Ltd places the safety and care of our participants at the forefront of all of our operational procedures. During a disaster, our team will adhere to this policy framework and also work within any additional guidelines and instructions provided to our organisation by state and federal government authorities.

During any type of disaster, our senior management will undertake the following actions:

- Follow all relevant government guidelines and instructions.
- Communicate Clover Care Pty Ltd's response to staff, participants and any other relevant parties.
- Prepare participants (before any possible actions are taken) by informing how the current situation may affect their services.
- Brief our entire staff on any possible or real action steps required by them.
- Attempt to keep key workers allocated to the same participants.
- Work towards maintaining continuity of support for each of our participants.

### PROCEDURE

#### **Preparing for disasters and emergencies**

An emergency is a situation of grave risk to health, life or environment. A disaster is any phenomenon, natural or man-made, that has the potential to cause extensive destruction of life and property. The mere mention of either of these two words is enough to make the community, particularly our participants, extremely nervous.

Some disasters and emergencies Clover Care Pty Ltd may face include:

- flood
- fire
- heatwave
- snowstorm
- storms or cyclones
- pandemic.

Clover Care Pty Ltd will:

- stay informed regarding all state/territory and federal government directives and act upon these directives appropriately
- advise other organisations, who work with Clover Care Pty Ltd, of our disaster procedures and processes
- identify personnel who are critical in the delivery of essential frontline services
- identify Clover Care Pty Ltd participants, and their stakeholders, whose services may be impacted by the situation
- implement this policy in conjunction with our Risk Management Policy and Procedure, our Information Management Policy and Procedure and our Human Resource Policy and Procedure.

### **Supporting the supporters**

Vicarious trauma is a real and grave health concern for staff and volunteers of community service organisations such as ours, mainly when working with disaster-affected individuals and communities.

Our Clover Care Pty Ltd will determine the best means to support our staff in a disaster situation and will implement all appropriate measures as detailed in our Human Resource Management Policy and Procedure.

### **Participant's preparedness**

Clover Care Pty Ltd understands that it is more likely that our participants will be adversely impacted by an emergency or disaster than others in the community.

We acknowledge that we may not be able to provide the same level of service to our participants during, or immediately after, an emergency or disaster situation. For these reasons, it is imperative that all of our participants are supported by Clover Care Pty Ltd to prepare for changes due to a disaster or an emergency.

Clover Care Pty Ltd will:

- inform participants of the current situation and how the provision of their services and workers may be impacted
- continue to provide participants with the same key workers, if they are available
- replace key workers with experienced workers who have the knowledge and skills to provide appropriate care to the participant
- inform the participant of any service changes and outline reason/s for these changes
- seek support within the local care community, if our staff are unavailable, and ensure that any new workers are appropriately experienced, trained and hold all relevant checks required.

### **Staff preparedness**

Our team is our greatest asset, it is our focus that they and their loved ones remain safe during an emergency or disaster situation.

Clover Care Pty Ltd will help prepare our staff for an emergency or disaster by implementing the following:

- inform staff of the situation and what is required by them via email, online messaging, Zoom meetings or similar
- train workers in all required measures, e.g., infection control, social distancing and evacuation
- seek feedback from participants regarding their services to adjust information distribution, if necessary
- inform staff of our participant's requirements outlined in their support plan

### **Monitoring and Review**

Clover Care Pty Ltd Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, during the disaster.

Clover Care Pty Ltd Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Clover Care Pty Ltd service planning and delivery processes.

## EMERGENCY MANAGEMENT POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure the safety of staff, participants and other stakeholders during emergencies such as a fire or other emergencies.

### POLICY

The health and safety of staff and participants is of paramount importance to Clover Care Pty Ltd. Clover Care Pty Ltd is committed to the health and safety of its staff, employees, volunteers, contractors, participants, families, carers and visitors.

We are committed to the implementation of clear and effective emergency management procedures. We will comply with all laws and mandatory standards relating to fire protection, health and general safety. We will ensure that participants in its care are appropriately protected from fire risk.

We will respect the homes of participant's who live in the community, whilst balancing the provision of support, their duty of care to participants, and the need to keep participants, staff and volunteers safe whilst they are receiving and delivering services.

### PROCEDURE

Clover Care Pty Ltd will provide comprehensive emergency procedure training for all employees including mandatory fire safety training.

Clover Care Pty Ltd will provide employee's emergency training yearly.

#### Participants Planning

- We will develop an individual emergency plan (within the support plan) for all participants taking into consideration their physical and mental condition, their location and mobility, e.g., epilepsy management plan.
- We will work with participants to document the plan and ensure they understand how employees will work with them in an emergency.
- We will keep emergency contact list for participants and employees up to date.
- We will ensure all participants have gas, electricity and emergency numbers clearly displayed in their home.
- We will keep participant's medical history, allergies, mobility status and walking aids, vital medication details and communication devices or difficulties on the master list for emergencies.
- We will liaise with local disaster management committees.
- We will list local area evacuation centers.
- We will identify lines of communication with participants and employees.

#### Fire Emergency / Community Disaster

- On days of extreme fire danger, Management is to keep employees and participants informed of local dangers and the need for evacuation as required.
- Employees must know and understand where and how to access their local evacuation areas and the evacuation areas for participants, which are noted on each participant's emergency plan.
- Participants who live remotely or in high fire risk areas to have family and neighbours as part of their fire and evacuation plan and relevant numbers listed on their emergency plans.
- Employees must activate fire plans in a timely manner on days of extreme fire danger.
- Management to keep informed on emergency updates on days of extreme weather warnings.
- Participants and employees to understand each individual's emergency fire plan.
- Emergency contact details to be kept current and checked at each review.
- Emergency procedures and guidelines to be mandatory yearly training.
- Participants to understand that while Company will do all it can to assist it may not be possible for employees to assist each individual participant in an emergency and they should follow their individual plan in the case of high fire risk.

- A list of emergency accommodation to be listed in the Management fire plan.
- Planning for summer fire season should take place in winter months so all is in readiness prior to the summer (fire danger months).
- Management to list local fire and emergency services contact numbers and local council emergency numbers on the Participants Emergency Plan
- Ensure participants have an emergency kit including water, torch, batteries, protective clothing that could be used in an emergency and a list of their medications and doctor/pharmacy.
- Keep away from any fallen wires.
- Do not attempt to drive until the area is declared safe.
- If in an evacuation centre - Employees and participants should not return home until it is safe to do so.
- Management to call a debrief meeting post fire to ensure employees and participant management was handled well and if not, outline improvements that could be implemented for the future.

### **Participant emergency readiness**

Clover Care Pty Ltd will actively work to improve the safety of vulnerable people in emergencies through encouraging and supporting participants to undertake personal emergency planning.

Where there is recognised bushfire risk, specific bushfire planning will be undertaken in addition to basic personal emergency planning.

We will support participants to exercise their choice and control in emergency response processes through listening to their needs and preferences for care, as well as seeking participants and other relevant stakeholder's participation and feedback when identifying risks and developing solutions.

### **Monitoring and Review**

Clover Care Pty Ltd Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Clover Care Pty Ltd Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Clover Care Pty Ltd service planning and delivery processes.